Dispatch Area (Alarm Dispatch Window)

Dispatch Area

Dispatch Action Wizard

During an alarm, stages™ will call the action plan specified by the event code and/or zone into the Alarm Dispatch window. Structured Dispatch will guide your operators through a step by step dispatch. Structured Dispatch is handled in the upper right of the Alarm Dispatch window. Actions taken during the dispatch will be logged into site history.

Structured Dispatches are setup in the Action Plan window (Setup > Alarm Processing Setup > Action Plan).

The Dispatch Action Wizard displays the action plan and the current step to be taken. 'action plan' will give the descriptions and notes of the action plan. 'current step' will display the current action to be taken and operator directions.

Step Navigator

The Step Navigator displays the action plan decision tree. It will expand automatically as the steps of the action plan are completed. It can also be manually expanded or collapsed to view more steps. Double-clicking on a step will bring the Dispatch Action Wizard to that step.

The pane below the Dispatch Action Wizard and the Step Navigator will change throughout Dispatch depending on the type of action called for.

Actions

Call - When the step requires a call to be placed, the Dispatch Action Wizard will display the phone number to be called, a Dial button, and a Skip button.

Verify - A step including verification will open Verify Code Word in the pane displaying a list of code words and contact names. The flyout displays the code word question if applicable. Depending on the outcome of the verification, pressing

the appropriate code word button will proceed to the next step in the action plan.

Call and Verify - A step involving a call and verification will open the Calling pane and the Verify Code Word pane. If contact is not made, enter the call disposition and confirm to proceed. If contact is made, press the code word verification buttons to proceed. If a verification button is pressed, it is assumed that the call disposition is contact made, it is not necessary to enter it.

Decision - A step involving a decision will open the Outcome pane with a list of possible outcomes. Double-click on an outcome to proceed.

Operator Action - A step involving an operator action will open the Operator Action pane. Entering in the operator action and saving will proceed to the next step.

Action Plan Override - To change to an Action Plan for a variation or for another alarm, press the Action Plan Override button on the Site Summary. This will pull up a list of all action plans and variations that could apply to the current alarm(s).

Alternatives - Actions can all be executed without the scripted process if necessary. 'Dialing' and 'Dialing and Verify' can be activated from the Call List tab. Verify Code Words and Operator Actions can be activated from the Site Summary pane.

Manual Dial

Agency phones can be searched or numbers manually entered to dial in the Manual Dial tab. When a call is placed, no other dispatch action can take place until the call disposition has been entered. Manual Dials will log to history the same way as a scripted or call list dial.

Instructions

The Instructions tab appears if there are instructions entered either on the Site or Device. Instructions from legacy software is converted into stages into a site or device instruction.

UDF

User Defined Fields that are flagged in the setup to appear in dispatch and have a value for the site, device, or site group will appear in the UDF tab. If there are no values to display, the tab will not appear.

Patients

If a contact is given medical information, the Patients tab appears with the medical information.